

Weaver, Margaret (2011) Collaboration in a new academic era: future challenges for SCONUL Access. In: SCONUL Access Group Annual Meeting, 28 June 2011, Manchester, UK. (Unpublished)

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Northern Collaboration

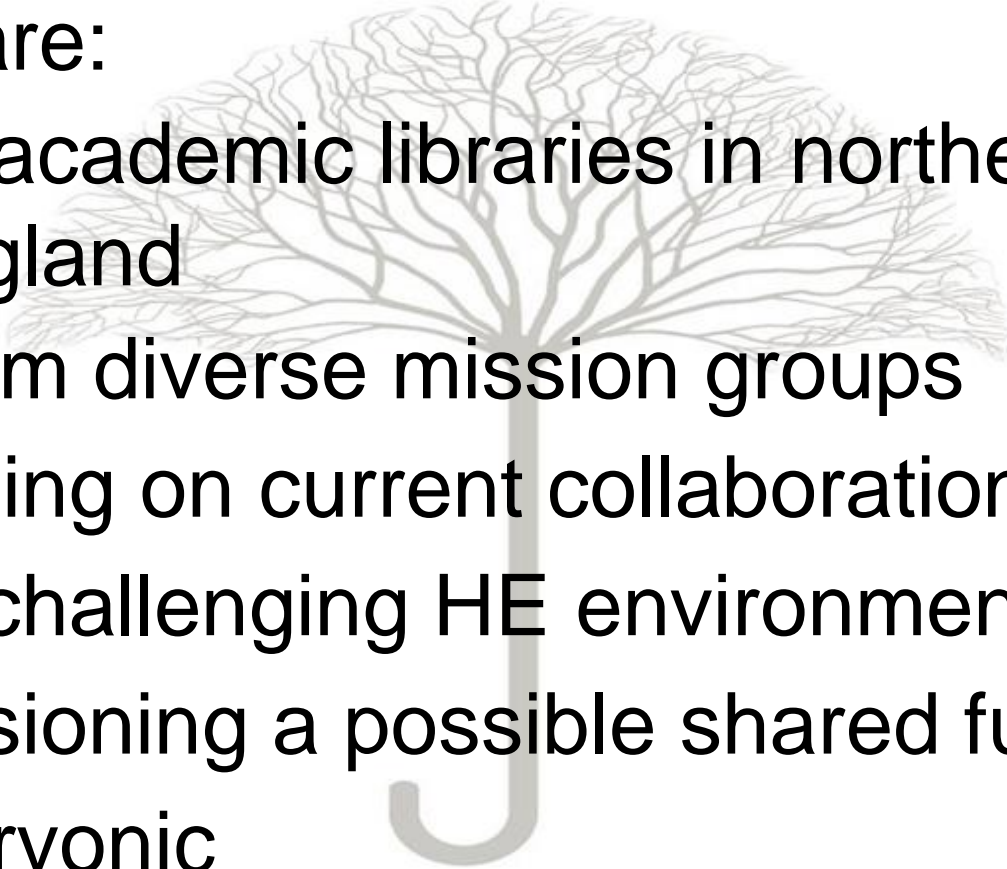
SCONUL ACCESS GROUP
JUNE 28 2011, MMU



The vision is to change the way that academic libraries and learning support services operate/ conceive their strategic direction using collaboration as a way to challenge and transform services and ways of working:

- Shared services
- Develop leadership and staff roles
- Collaborative framework
- Doing more with less or doing differently
- Economic and competitive advantage
- Enhance the student experience

Northern Collaboration

- We are:
 - 27 academic libraries in northern England
 - From diverse mission groups
 - Building on current collaborations
 - In a challenging HE environment
 - Envisioning a possible shared future
 - Embryonic
- 

Context

- Future of Higher Education in the UK?
- “25% cuts will be a successful outcome”
- Key political messages
- Shared services
- Working in concert/ across all mission groups
- New types of clusters and co-operations



Context

- Background – 8 HEIs: HEA bid
- Change Academy
 - outcomes
 - early communication and feedback

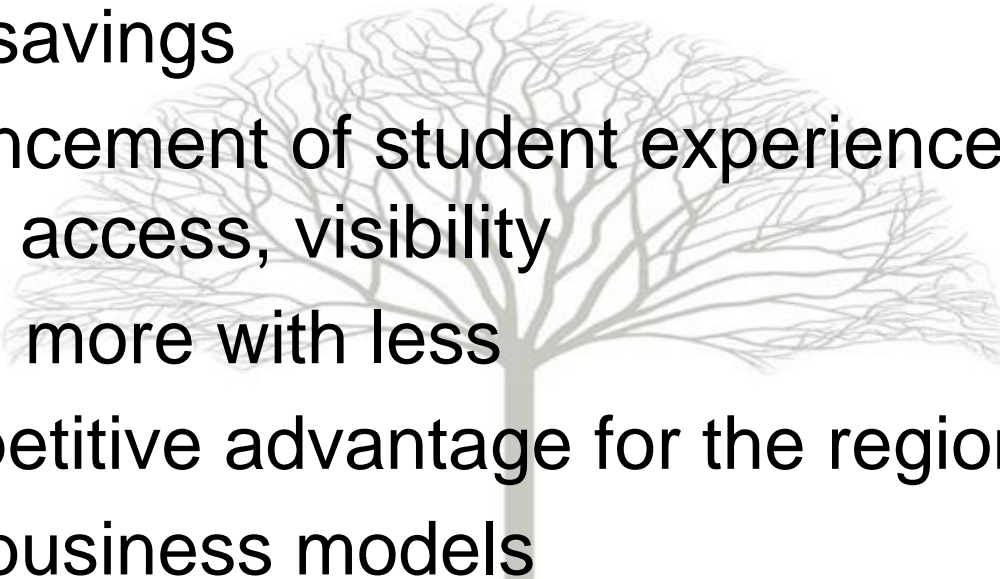


Potential deliverables

- Virtual
 - Web site – personalised with apps
 - Virtual enquiry services
 - Digitisation
 - E-resources
- Physical
 - Reciprocal borrowing
 - Collaborative storage
- Staff development
- Procurement



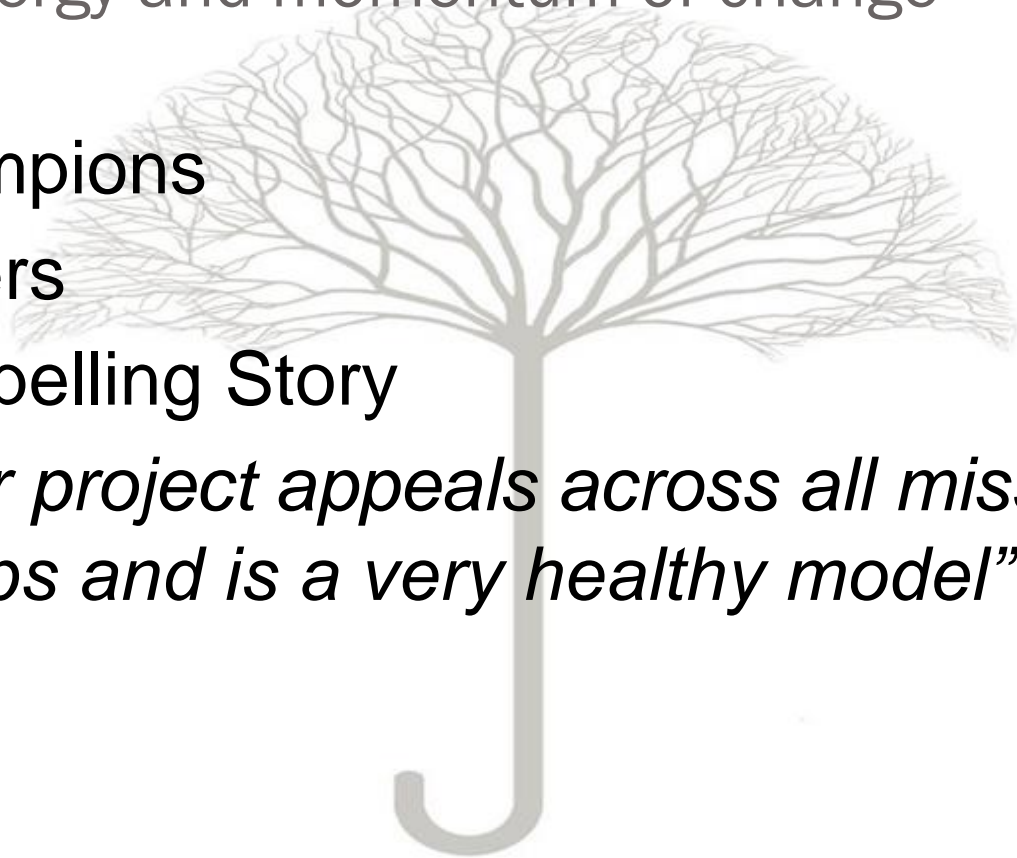
Potential Benefits

- Cost savings
 - Enhancement of student experience (UG – PhD): access, visibility
 - Doing more with less
 - Competitive advantage for the region
 - New business models
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Creating energy and momentum of change

- Champions
- Drivers
- Compelling Story

“Your project appeals across all mission groups and is a very healthy model”



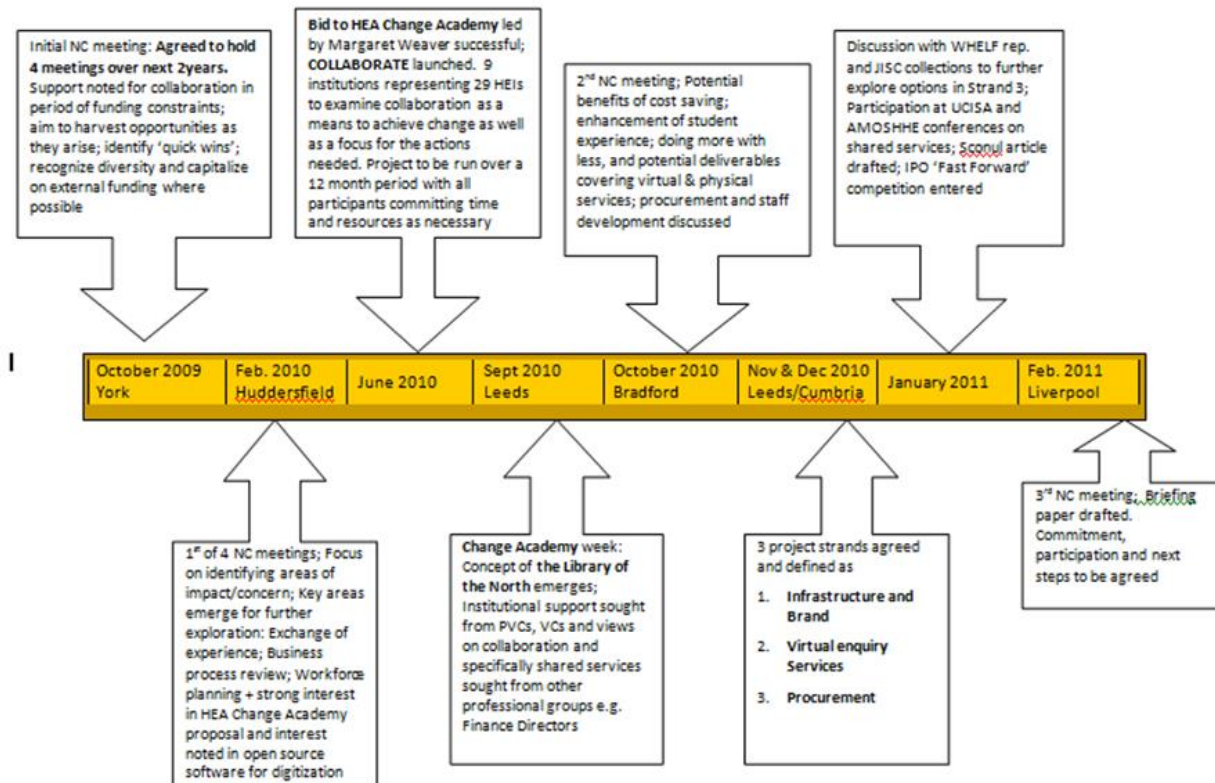
Feedback from Change Academy

- Act differently and the ideas will come
- Get out of the neutral zone into the new beginning
- Does transformational change sweep everything away that's gone before?
- You have everything you need



Northern Collaboration

Distance travelled: key milestones



Allison Mackenzie on behalf of the Northern Collaboration Change Academy team Feb 2011

Principles of the NC



- Maximising the potential for sharing – framework for collaboration
 - Services
 - Resources
 - Space
- Brand: Library of the North
- Governance (July 2011 NC meeting)
- Areas for collaboration drawn up

NORTHERN COLLABORATION



THE UMBRELLA ORGANISATION FOR INNOVATION AND
SUPPORT IN UNIVERSITY LIBRARIES ACROSS THE NORTH
OF ENGLAND

Benefits to Library Users

- Access to member libraries
- More Resources

Benefits to member libraries

- Shared Services
- Cost reductions
- Shared intelligence and benchmarking
- Enhanced student offer
- Infrastructure for innovation and funding opportunities

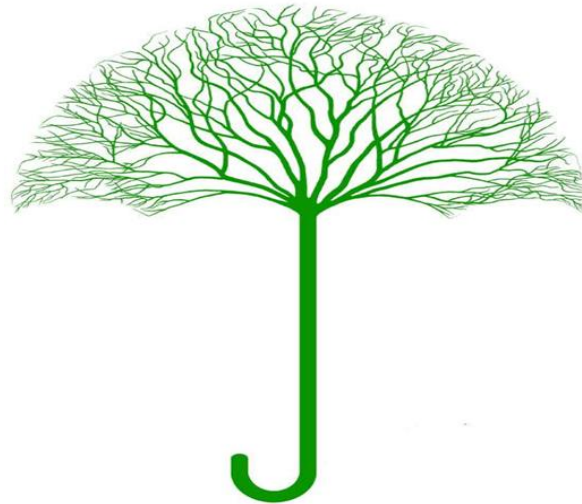
Quick hits

- Access agreements
- Virtual Enquiry Services
- E-Procurement

We need: Commitment, Contribution, Sharing, Access

The Library of the North

Project Strand 1: Virtual Enquiry Services



Purpose

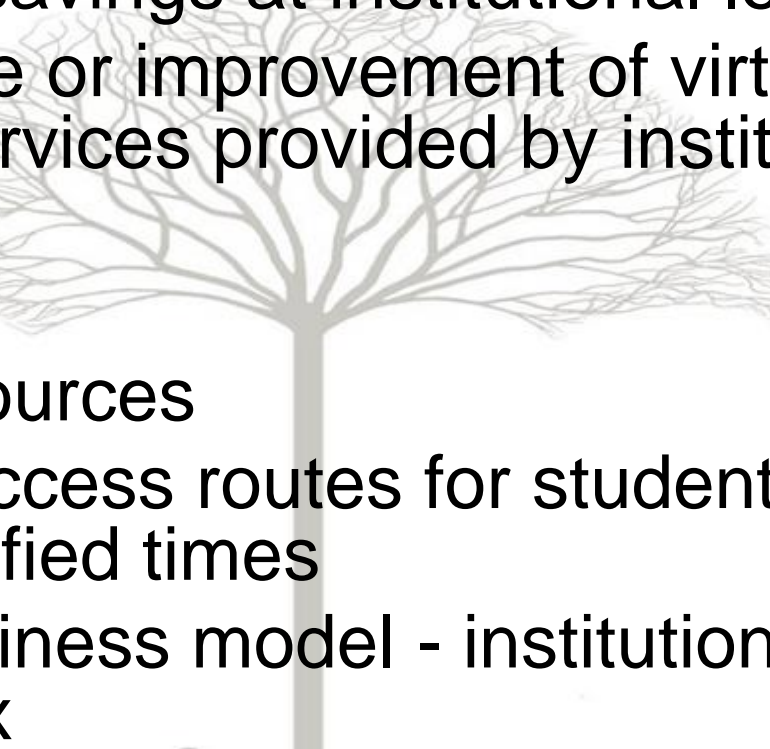
- To define and develop an model for virtual enquiry services (VES) which can be shared across the Library of the North
- VES: services offered by phone, email or the web
- Initial focus: Phase 1 (of a possible 3)

Potential phases



- Phase 1
 - Feasibility study, data collection, investigation of potential savings
- Phase 2 (subject to successful phase 1)
 - Create service catalogue, agree processes and procedures, staff roles, produce business plan
- Phase 3 (subject to viable business plan)
 - Pilot

Benefits

- Delivery of savings at institutional level
 - Maintenance or improvement of virtual helpdesk services provided by institutions
 - standards
 - availability
 - Pooling resources
 - Simplified access routes for students during specified times
 - Flexible business model - institutions can pick and mix
- 

Choices for funding

- Each participating institution to contribute, or:
- Secure external funding (preferred)
 - application submitted for £45,000 to the IPO Fast Forward Competition
 - consideration of application for a JISC Learning and Teaching Innovation Grant
- Institutional support critical

Scope

- **In scope**

- Creation of shared first line virtual enquiry services,
 - Main focus will be library services but
 - Other front facing student services can be incorporated where appropriate within individual institutions.
- Development of referral processes, to include referral from shared service to individual institution
- Configuration of helpdesk technology
- *Mapping* of all services including virtual and face-to-face
- Customisation for each institution and possible scope for standardisation will be explored

- **Out of scope**

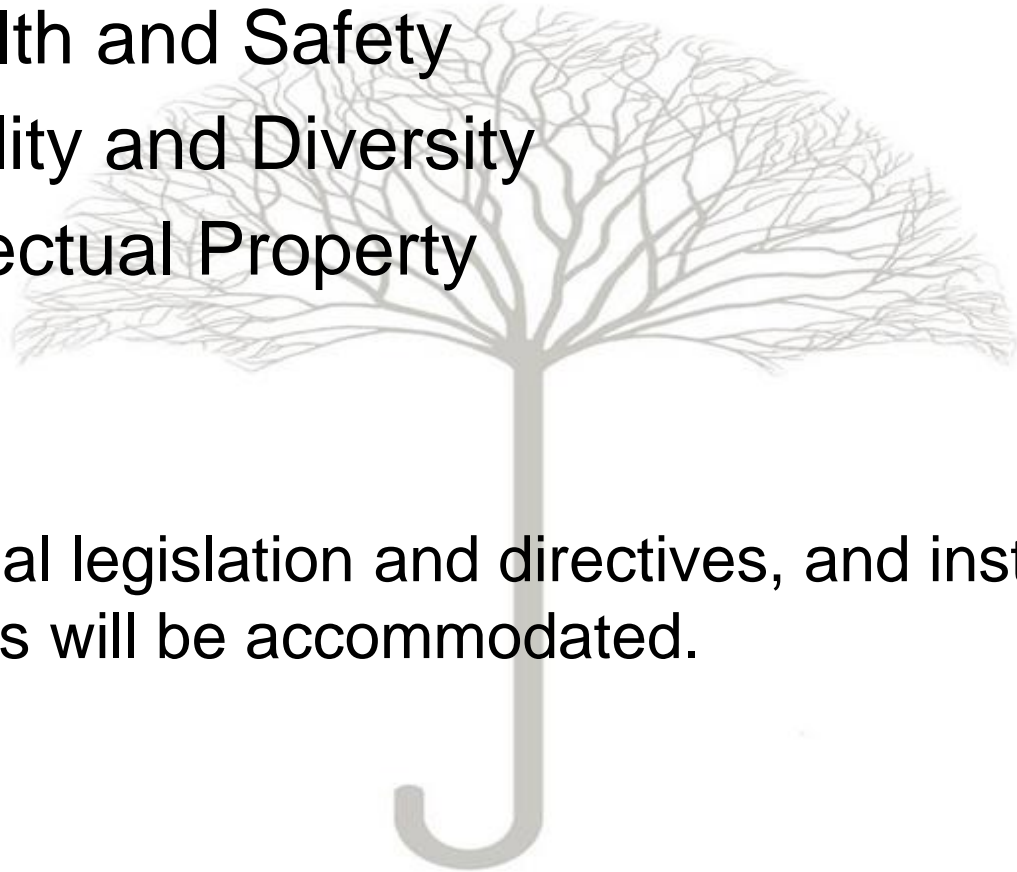
- Delivery of face-to-face enquiry services

Success Measures

- Creation of dataset of Virtual Enquiry Services costs and processes
- Shared virtual enquiry services have been piloted
- Process mapping completed
- Viable business model developed
- Reduced costs for enquiry services at institutional level
- NSS scores maintained/improved
- Student satisfaction evidenced by institutional survey comments

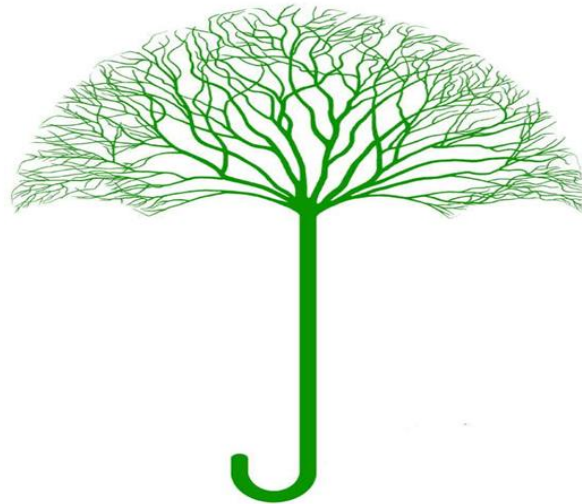
Other impacts

- Health and Safety
 - Equality and Diversity
 - Intellectual Property
 - VAT!
-
- National legislation and directives, and institutional policies will be accommodated.



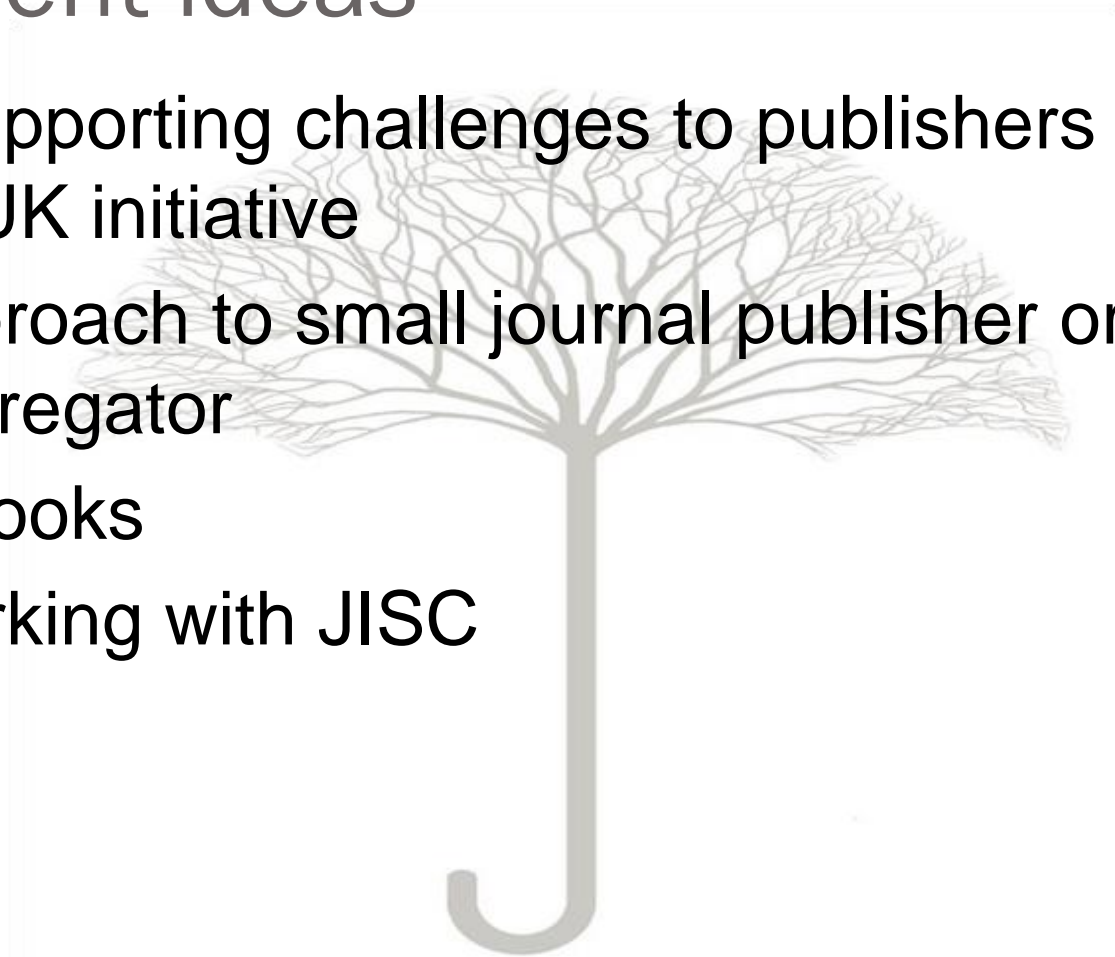
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Project Strand 2: Technical Services and Procurement



Current ideas

- Supporting challenges to publishers e.g. RLUK initiative
- Approach to small journal publisher or aggregator
- E-books
- Working with JISC



E-books

- Aggregator model
 - Consortial access
 - Leverage for platform developments – e.g. patron-led purchasing
- Individual publisher approach
 - Consortial access
- Library as middleman
 - Facilitation of publisher sales to students

Questions